MICROCOMPUTER SUPPORT SPECIALIST SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date
4712	Microcomputer Support Specialist I	02	723	6 mo.	3/25/97
4713	Microcomputer Support Specialist II	02	723	6 mo.	3/25/97
4714	Microcomputer Support Specialist III	02	723	6 mo.	3/25/97
4825(0924)	Microcomputer Coordinator	02	721	6 mo.	3/25/97

Promotional Line: 127

Series Narrative

Employees in positions allocated to this series are technical specialists in the installation, maintenance, and operational support of microcomputers and their applications. In addition, they are involved with the research, evaluation, and selection of microcomputer hardware, software, and related accessories. The primary emphasis of positions in this series is the support of client software and/or network-independent software on end user systems which may or may not be on a networked system, as opposed to networking or client server activities.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Microcomputer Support Specialist I   4712
Under general supervision, employees in positions allocated to this level perform entry level microcomputer software duties.

A Microcomputer Support Specialist I typically –

1.   reviews hardware, software, and accessories applicability and compatibility

2.   sets up microcomputer equipment and installs software

3.   prepares supplementary documentation of software and hardware for users

4.   develops simple/routine computer applications using vendor software and hardware combinations

5.   maintains inventory of microcomputer software and hardware

6.   monitors compliance with copyright laws, license agreements, and other related regulations

7.   trouble shoots and repairs minor software and/or hardware problems

8.   provides initial training and consultation to users

9.   assists higher level specialists as directed

10.   performs other related duties as assigned

Level II: Microcomputer Support Specialist II   4713
Under direction, employees in positions allocated to this level serve as staff specialists in microcomputer systems.

A Microcomputer Support Specialist II typically –

1.   develops moderately complex computer applications using vendor software and hardware combinations

2.   develops software applications using microcomputer languages

3.   serves as staff consultant to users

4.   conducts training in microcomputers and their relevant applications

5.   trouble shoots and resolves moderately complex software and/or hardware problems

6.   tests hardware, software, and accessories

7.   establishes and maintains relevant microcomputer documentation

8.   monitors compliance with copyright laws, license agreements, and other related regulations

9.   assists higher level specialists as directed

10.   performs other related duties as assigned

Level III: Microcomputer Support Specialist III   4714
Under administrative direction, employees in positions allocated to this level serve as senior staff specialists in microcomputer systems.

A Microcomputer Support Specialist III typically –

1.   develops complex computer applications using vendor software and hardware combinations

2.   develops complex software applications using microcomputer languages

3.   develops and conducts microcomputer training courses

4.   evaluates unit's operational needs, researches microcomputer hardware, software, and accessories and recommends purchases

5.   trouble shoots and resolves complex software and/or hardware problems

6.   establishes and maintains documentation standards for new and existing applications

7.   monitors compliance with copyright laws, license agreements, and other related regulations

8.   supervises lower level staff and/or students as assigned

9.   assists higher level specialists as directed

10.   performs other related duties as assigned

Level IV: Microcomputer Coordinator   4825(0924)
Under administrative review, employees in positions allocated to this level administer and supervise microcomputer activities for a major campus department.

A Microcomputer Coordinator typically –

1.   supervises and directs the activities of all microcomputer software support personnel; assumes responsibility for meeting departmental requirements by maintaining effective work performance and workforce utilization

2.   assures compliance with pertinent operating policies and procedures

3.   schedules personnel to provide appropriate workforce coverage for vacations, sickness, special projects, etc.

4.   develops operational policies pertinent to the microcomputer software support area

5.   interviews candidates for vacant positions and selects new employees

6.   formulates on-the-job training programs for employees under their direction

7.   sets performance standards and conducts appraisal of employee performance, determines retention, dismissal, and/or disciplinary action for employees under their direction

8.   assists in the development of budget requests and manages expenses involved in microcomputer software support operations

9.   performs lower level duties as required

10.   performs other related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

Level I: Microcomputer Support Specialist I   4712

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1.   high school graduation or equivalent

2.   (A)   60 semester hours of university/college course work with a minimum of 12 semester hours of credit directly related to microcomputer programming, analysis, and design

or

(B)   18 months of experience in microcomputer applications programming

or

(C)   any proportional combination of above course work and experience that totals 18 months

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1.   basic knowledge of microcomputer concepts

2.   survey knowledge of electronic data processing capabilities

3.   survey knowledge of programming theory and practice

4.   knowledge of application programming

5.   knowledge of written technical documentation

Level II: Microcomputer Support Specialist II   4713

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1.   possession of experience requirements listed for level I of this series

2.   (A)   30 additional semester hours of university/college course work with a minimum of 18 semester hours of credit directly related to microcomputer programming, analysis, and design

or

(B)   9 additional months of experience in microcomputer applications programming

or

(C)   any proportional combination of above course work and experience that totals 27 months

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1.   knowledge of microcomputer operations

2.   knowledge of electronic data processing capabilities

3.   knowledge of programming theory and practice

4.   knowledge of application programming

5.   knowledge of written technical documentation

Level III: Microcomputer Support Specialist III   4714

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1.   possession of experience requirements listed for level II of this series

2.   2 years of experience at level II of this series or comparable experience[1]

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1.   advanced knowledge of microcomputer operations

2.   survey knowledge of electronic data processing capabilities

3.   survey knowledge of programming theory and practice

4.   advanced knowledge of application programming

5.   knowledge of written technical documentation

6.   supervisory ability

Level IV: Microcomputer Coordinator   4825(0924)

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1.   possession of experience requirements listed for level III of this series

2.   2 years of experience at level III of this series or comparable experience

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1.   advanced knowledge of microcomputer operations

2.   knowledge of electronic data processing capabilities

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[1]Master's degree with a major in computer science or closely related field can substitute for one year of experience

3.   knowledge of programming theory and practice

4.   advanced knowledge of application programming

5.   knowledge of written technical documentation

6.   supervisory ability

7.   administrative ability